

**POLICE TELESERVE SPECIALIST**

**DISTINGUISHING FEATURES**

The fundamental reason the Police Teleserve Specialist exists is to perform non-sworn public contact by taking police reports via the telephone. This classification is non-supervisory and receives general supervision from the Police Teleserve Supervisor.

**ESSENTIAL FUNCTIONS:**

Telephonically conducts criminal investigations by analyzing the details of the case and accurately reporting the same; effectively communicates with persons involved; forwards written and verbal information, supplements and reports to police officers and investigators.

Listens and effectively communicates (over the phone and in person) with a demanding and diverse public in answering questions, explaining procedures, ordinances, laws and handling complaints.

Uses Mobile Data Terminal (MDT), two-way radio, telephone, and computer. May have to testify in court.

Maintain regular consistent attendance and punctuality.

**MINIMUM QUALIFICATIONS:**

**Knowledge, Skills, and Abilities**

Knowledge of:

Departmental rules and procedures.  
Statutes and ordinance relating to area assigned  
Microsoft Office products, in particular Word.  
Business English, spelling and grammar.  
Office practices and procedures.

Ability to:

Operate a variety of equipment including a computer, telephone, Mobile Data Terminal (MDT) and two-way radio.

Maintain the confidentiality of sensitive information.

To sit for extended periods of time and operate a telephone and PC for requiring continuous and repetitive arm, hand, and eye movements.

Produce detailed and accurate written reports

Perform basic mathematical calculations

Learn job related tasks and skills through oral and written instruction and on the job training

Utilize techniques to recognize evidence as needed.

Learn the geography of the City of Scottsdale

Learn and appropriately use Arizona criminal and traffic laws, city ordinances, department policies and procedures, statutes and ordinances; read maps and demonstrate knowledge of the City geography;.

Exercise independent judgment and recognize emergency and hazardous situations.

Work effectively with the general public and police department employees.

Drive to various city locations as required and obtain valid AZ Driver's license with no major driving violations in the past 39 months.

Successfully pass a one-year probationary period.

**Education and Experience**

Must be at least 18 years of age and have a high school diploma or G.E.D. Must be able to type 45 NET wpm. One year of law enforcement agency experience preferred. Required to work shifts including nights, weekends and holidays

FLSA Status: Non-Exempt

HR Ordinance Status: Classified